

Mission: To provide members with access to quality health care services delivered in a cost-effective and compassionate manner

Membership Data as of September 30, 2018

<p>Total CalOptima Membership</p> <h1>774,440</h1>	Program	Members
	Medi-Cal	758,098
	OneCare Connect	14,681
	OneCare (HMO SNP)	1,375
	Program of All-Inclusive Care for the Elderly (PACE)	286

Note: The Fiscal Year 2018-19 Membership Data started on July 1, 2018.

Member Age (All Programs)

11%	0 to 5
30%	6 to 18
29%	19 to 44
18%	45 to 64
12%	65+

Languages Spoken (All Programs)

56%	English
28%	Spanish
11%	Vietnamese
2%	Other
1%	Korean
1%	Farsi
<1%	Chinese
<1%	Arabic

Medi-Cal Aid Categories

43%	Temporary Assistance for Needy Families
32%	Expansion
10%	Optional Targeted Low-Income Children
9%	Seniors
6%	People with Disabilities
<1%	Long-Term Care

Financial Information FY 2018–19 Budget

Program	Annual Budgeted Revenue	% Total Budgeted Revenue
Medi-Cal	\$3,105,673,528	89.74%
OneCare Connect	\$308,598,939	8.92%
OneCare	\$19,357,913	0.56%
PACE	\$26,932,264	0.78%

Note: Fiscal Year 2018-19 Operating Budget started on July 1, 2018.

Total Budgeted Annual Revenue

\$3.5 billion

Current Reserves = \$785.2 million
(as of September 30, 2018)

CalOptima spends nearly 96 cents of every dollar on member care.



Community Focus

CalOptima is viewed as a trusted source in the community to provide updated and accurate information about changes to the local health care landscape. CalOptima supports local community stakeholders through:

73 community activities including:

- Health Fairs
- Town Halls
- Workshops
- Speaking Engagements
- Community Health Care Coalition Meetings
- Health Care Committee Meetings
- Community, Stakeholder and Public Events

Program Quality

For the fifth year in a row, CalOptima was recognized for top quality care for Medi-Cal members in California, according to the NCQA's Medicaid Health Insurance Plan Ratings 2018–2019.

- CalOptima has the **highest rating among California Medi-Cal plans** that reported full data to NCQA.

NCQA has awarded an accreditation status of Commendable to CalOptima Medi-Cal.



Member Satisfaction

2,549 — Average number of customer service calls per day in September 2018.

Approximately **89 percent** of CalOptima members surveyed reported **satisfaction** with physician interaction and communication.

97 percent of attendees rate the CalOptima new member orientation as good or excellent.

Provider Network

CalOptima has a strong provider network contracted to serve our members.

1,598 primary care providers

6,641 specialists

23 acute and rehab hospitals

37 community health centers

542 pharmacies

100 long-term care facilities

Sources

1. Membership Data and Fiscal Year 2018-19 Operating Budget: Based on unaudited financials. Medi-Cal enrollment includes Multipurpose Senior Services Programs.
2. Community Focus: CalOptima Public Affairs data.
3. Program Quality: National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2018–2019.
4. Member Satisfaction: CalOptima Customer Service and Provider Relations data.
5. Provider Network: CalOptima contracting data.